Job description

# Quality Assurance (QA) and Operational Excellence Manager

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| **Overview** | AlphaPlus is an education service business specialising in standards, assessment and certification. We help our clients design, develop, deploy and evaluate qualifications and their underpinning assessments. Our work spans the public and private sectors, schools, colleges, vocational and professional learning and includes work across the UK’s four nations, and international projects.  The Quality Assurance (QA) and Operational Excellence Manager will be based in the PMO with operational/line report to the Head of PMO and strategic line report to the board. They will work collaboratively with team leaders across all functions to drive quality standards across the company based on recognised business management system frameworks.  The position is full-time, currently with hybrid working arrangements based on two days per week in the Manchester head office and three days working from home. |
| **Key purpose of the job** | * To develop, implement, monitor and maintain a best practice quality management system based on a cycle of continuous improvement. * To develop, implement and monitor consistent quality standards across the company. * To lead the company and support each functional team in working towards external quality accreditation such as EFQM and ISO 9001 2015. |
| **Typical project responsibilities** | * Gaining an understanding of systems, policies, processes, procedures and governance across the company and documenting them using the agreed process software. * Leading, monitoring and supporting continuous improvement activities for the company’s systems, policies, processes and procedures, through regular review and working closely with team leaders. * Identifying, evaluating and embedding agreed process software across the company. * Creating, rolling out and maintaining the Quality Scorecard Key-Performance-Indicators (KPI) dashboard. * Developing and maintaining quality assurance documentation. * Identifying best practice and setting standards. * Work with each functional team to manage and maintain the currency of all policies, processes and procedures. * Aligning policies with designated external quality frameworks. * Defining and conducting internal audits and be the driver and point of contact for external audits (e.g. ISO certification, EFQM and APM Affiliate accreditation, customer specific audits etc). * Managing the development and implementation of Key-Performance-Indicators (KPIs) and Service-Level-Agreements (SLAs) via consultative methods such as focus groups. * Ensuring excellent communication and articulation of quality assurance and process work at all stages, acting as a coach and point of contact. * In collaboration with the functional leaders, define the competencies and skills required for the roles, together with the appropriate training material, as per recognised relevant professional body frameworks. In particular for the PMO, Association for Project Management (APM) competencies and development path. * Ensure standardisation on training material and methods, across the company and functions. |
| **Typical Outputs** | * Quality audit reports, identifying best practice and areas for improvement. * Monthly presentation of quality dashboard to the Board. * Documentary submissions to external quality audit bodies. * Systems, governance, policies processes and procedures for continuous improvement. * Reports to line-manager. |
| **Key relationships** | |
| **Internal** | * Company Board * Head of PMO * Team leaders and teams, all functions |
| **External** | * External quality standards companies * External auditors (including client auditors) |
| **Resources for which the job holder is accountable** | |
| **People** |  |
| **Assets** | * QA management tool(s) TBC |
| **Budgets** | * Annual QA budget TBC |
| **Person specification** | |
| **Personal attributes** | **Essential:**   * Leadership capability to inspire and motivate functional teams to adopt and embrace process management tools and techniques. * Excellent written and spoken communication skills, including the ability to ensure a good flow of communication across the company. * Able to collaborate effectively with function leads across the organisation. * High level of attention to detail and accuracy. * Proven ability to collect and analyse information, solve problems, use initiative and make decisions. * Able to negotiate, manage change and resolve conflict. * Good organisation / personal work management to be able to operate in a busy hybrid working environment. * Ability to deliver the requirements of the role in a collaborative manner helping to ensure an understanding of the aims and objectives of quality assurance activities and positive interaction across the board. * Able to coach colleagues. * Able to work well as a member of a team. * Commitment to learning and investment in own professional development. |
| **Qualifications and professional/ technical competencies** | **Essential**:   * GCSEs or equivalent in maths and English * Good set of A levels or equivalent * Good honours degree or equivalent * Reasonable fluency with MS Office applications * Aptitude for adapting to new software and digital services * Good standard of numeracy and literacy * Competent IT user * Reasonable fluency with MS Project   **Desirable:**   * Experience in one or more of the following sectors/fields:   + - Education     - Training     - Assessment     - Project Management     - Quality Assurance Framework such as ISO 9001 2015 and EFQM     - ICT     - Process Improvement (Lean, 6sigma)     - Quality assurance in the software development lifecycle     - ITIL |
| **Experience** | **Desirable:**   * Significant experience working in an education services business * Hands on development and maintenance of systems and procedures * Acting as internal or external quality auditor * Coaching |